

March 9 - 12:30 – 13:30

Topic: BOOKING A MASSAGE and TAKING ORDER



Target Vocabulary/Phrases:

- Medium rare
- Charcoal grilled
- Reflexology
- Body Scrub

Target Expression:

- ✓ Let me introduce our best-selling...
- ✓ I would like to recommend...
- ✓ Would you like to pair it with...?
- ✓ Would you like to try...?
- ✓ How about...?
- ✓ We have an available slot for...

Practice 1:

BOOKING A MASSAGE DIALOGUE

Receptionist:	Thank you for calling the spa, how can I help you?
Guest:	I would like to inquire about your services. What kind of body massage do you offer?
Receptionist:	We have relaxation massage which is a Swedish type full body massage. The technique used is very gentle. We also have deep tissue massage which uses more pressure. Lastly, we offer reflexology which is a foot massage. Which one are you interested in?
Guest:	How long is one treatment?
Receptionist:	Relaxation and deep tissue massage can be booked for 60 or 90 minutes. However, reflexology is only for 30 minutes. Furthermore, We have a relaxation package that includes all three treatments. It costs Y20,000 and it lasts for a total of 2 hours. Do you want to book this package?
Guest:	Yes. Do you have an available slot for tonight?
Receptionist:	We have an available slot at 10 pm would that be okay with you? Do you have something later?
Guest:	That's perfect. Can you book that for me please?
Receptionist:	Of course ma'am. Can I get your name and room number please?
Guest:	It's Ella Spears from room 1011.
Receptionist:	I would like to repeat your booking. You booked a relaxation package at 10 pm tonight under Ella Spears from room 1011.
Guest:	Yes, that's correct.
Receptionist:	Is there anything else I can help you with?
Guest:	Nothing else, thank you.

Practice 2:
TAKING ORDER DIALOGUE

Waiter:	Good afternoon. In-room dining, this is Ren speaking. How can I help you?
Guest:	It's room 818 and my name is Rachel Vartan. I would like to order.
Waiter:	What can I get for you?
Guest:	I saw from your menu that you have several sandwiches available. Can you recommend which one is the best?
Waiter:	Our bestselling sandwich is the grilled chicken sandwich. We use thigh fillet and we grill it using a charcoal grill. It comes with a ranch dressing.
Guest:	That sounds delicious can I also have some fries on the side?
Waiter:	Yes, absolutely. Would you like to pair it with a bowl of salad as well? What about beverage ma'am?
Guest:	Do you have lemonade?
Waiter:	Unfortunately, we are currently out of lemonade.
Guest:	Just one moment, let me look at your menu again. Which one is the best?
Waiter:	Okay. We also have several kinds of iced tea which you might like. I'd personally recommend our peach iced tea.
Guest:	It is my favorite. Okay then! A glass of peach iced tea it is.
Waiter:	Okay. I'll just repeat your order ma'am. One order of grilled chicken sandwich with dressing on the side. One order of fries and a glass of peach iced tea. It should be in 20 minutes ma'am.
Guest:	Okay. Thank you.

